



**State of Kansas**  
**Voucher Will Not Process For Payment**  
*Statewide Management, Accounting and Reporting Tool*

<b>Date Created:</b>	02-01-2013
<b>Version:</b>	V.1.2.
<b><u>Reason:</u></b>	<b><i>A voucher has been entered in to SMART but it has not processed for payment.</i></b>
<b><u>Causes</u></b>	<p>Possible reasons that vouchers do not process for payment - information covered in the following order in this document:</p> <ul style="list-style-type: none"> <li>A. Voucher Entry Status</li> <li>B. Close Status</li> <li>C. Budget Status</li> <li>D. Match Status</li> <li>E. Approval Status</li> <li>F. Control Groups</li> <li>G. Scheduled Due Date</li> <li>H. Vendor Status: Address/Location</li> <li>I. Hold Payment</li> <li>J. Credit Balance</li> </ul>

**A. Voucher Entry Status (Step 1 - Continued on Page 2)**

1.	<p>A voucher's <b>Entry Status</b> on the <b>Summary</b> page should be "<b>Postable</b>".</p> <p>If a voucher is in a "<b>Recycle</b>" status, there is an error on the voucher that is preventing it from further processing.</p> <p>There is additional information listed on the <b>Error Summary</b> tab.</p> <p>Your agency has the ability to view and correct any information on the voucher.</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #e0e0e0;"> <th>Summary</th> <th>Related Documents</th> <th>Invoice Information</th> <th>Payments</th> <th>Voucher Attributes</th> <th>Error Summary</th> </tr> </thead> <tbody> <tr> <td>Business Unit:</td> <td>25401</td> <td>Invoice Date:</td> <td colspan="3">04/26/2012</td> </tr> <tr> <td>Voucher ID:</td> <td>W8001011</td> <td>Invoice No:</td> <td colspan="3">254-100227006</td> </tr> <tr> <td>Voucher Style:</td> <td>Regular</td> <td>Invoice Total:</td> <td colspan="3">65,489.00 USD</td> </tr> <tr> <td>Contract ID:</td> <td></td> <td>Pay Terms:</td> <td colspan="3">Due Now</td> </tr> <tr> <td>Vendor Name:</td> <td>JOHN C PATTON DDS 1507 W 12TH AVE EMPORIA, KS 66801-2457</td> <td>Voucher Source:</td> <td colspan="3">Quick Invoice</td> </tr> <tr> <td><b>Entry Status:</b></td> <td><b>Recycle</b></td> <td>Origin:</td> <td colspan="3">W2</td> </tr> <tr> <td>Match Status:</td> <td>No Match</td> <td>Created:</td> <td colspan="3">05/01/2012</td> </tr> <tr> <td>Approval Status:</td> <td>Approved</td> <td>Created By:</td> <td colspan="3">SMART_BATCH</td> </tr> <tr> <td>Post Status:</td> <td>Unposted</td> <td>Modified:</td> <td colspan="3">05/04/2012</td> </tr> <tr> <td>Setoff Status:</td> <td></td> <td>Modified By:</td> <td colspan="3">UC4</td> </tr> <tr> <td>Budget Status:</td> <td>Not Chk'd</td> <td>ERS Type:</td> <td colspan="3">Not Applicable</td> </tr> <tr> <td>Budget Misc Status:</td> <td>Valid</td> <td>Close Status:</td> <td colspan="3">Open</td> </tr> <tr> <td colspan="2">*View Related</td> <td colspan="4"> <input type="text" value="Payment Inquiry"/> <a href="#">Go</a> </td> </tr> </tbody> </table>	Summary	Related Documents	Invoice Information	Payments	Voucher Attributes	Error Summary	Business Unit:	25401	Invoice Date:	04/26/2012			Voucher ID:	W8001011	Invoice No:	254-100227006			Voucher Style:	Regular	Invoice Total:	65,489.00 USD			Contract ID:		Pay Terms:	Due Now			Vendor Name:	JOHN C PATTON DDS 1507 W 12TH AVE EMPORIA, KS 66801-2457	Voucher Source:	Quick Invoice			<b>Entry Status:</b>	<b>Recycle</b>	Origin:	W2			Match Status:	No Match	Created:	05/01/2012			Approval Status:	Approved	Created By:	SMART_BATCH			Post Status:	Unposted	Modified:	05/04/2012			Setoff Status:		Modified By:	UC4			Budget Status:	Not Chk'd	ERS Type:	Not Applicable			Budget Misc Status:	Valid	Close Status:	Open			*View Related		<input type="text" value="Payment Inquiry"/> <a href="#">Go</a>			
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The **Error Summary** page (shown at right) lists additional information about the errors on the voucher.

Once the errors have been corrected and the voucher has been saved, the **Entry Status** on the voucher should change from **“Recycle”** to **“Postable”**.

Summary		Related Documents	Invoice Information	Payments	Voucher Attributes	Error Summary
Business Unit:	26401	Invoice Number:	264-100227006			
Voucher ID:	00001011	Invoice Date:	04/26/2012			
Style:	Regular	Total:	65,489.00	USD		
Distribution Line Errors						
Line	Distribution Line	Field Name	Message			
1	1	CharField 2	CharField error for value 0512012Q3A fieldname CharField2, (prompt table CHARTFIELD2_TBL).			
1	1	Project	The Business_Unit, Project_ID, Activity_ID Combination is not valid			
1	1	Project	CharField error for value 2640104390 fieldname Project, (prompt table PROJECT_ID_VW).			

**B. Close Status (Step 2)**

2.

On the **Summary** page, vouchers with a **Close Status** of **“Closed”** are not eligible for payment.

If a voucher has a **Close Status** of **“Closed”**, the voucher can NOT be used.

**Solution:** Create a NEW voucher.

Summary		Related Documents	Invoice Information	Payments	Voucher Attributes	Error Summary
Business Unit:	0000	Invoice Date:	02/02/2012			
Voucher ID:	00032529	Invoice No:	0003187182			
Voucher Style:	Regular	Invoice Total:	6.84	USD		
Contract ID:		Pay Terms:	Due Now			
Vendor Name:	ENVISION VISION REHAB CENTER 610 N MAIN ST WICHITA, KS 67203-3618	Voucher Source:	Online			
Entry Status:	Postable	Origin:	ONE			
Match Status:	Ready	Created:	02/10/2012			
Approval Status:	Approved	Created By:	[REDACTED]			
Post Status:	Posted	Modified:	02/14/2012			
		Modified By:	[REDACTED]			
Setoff Status	Not Eligible for Setoff					
Budget Status:	Valid	ERS Type:	Not Applicable			
Budget Misc Status:	Valid	Close Status:	Closed			

**C. Budget Status (Steps 3 to 5)**

3.

On the **Summary** page, vouchers must have a **Budget Status** of “**Valid**” to be eligible for payment.

Vouchers with a **Budget Status** of “**Not Chk'd**” should be picked up by the next hourly budget checking batch process.

**Solution:** If the voucher does NOT get picked up during the next hour’s budget checking batch process (in other words, the **Budget Status** does NOT change to “**Valid**”), please have your Agency’s Liaison submit a Service Desk Request for assistance.

Summary	Related Documents	Invoice Information	Payments	Voucher Attributes	Error Summary
Business Unit:	00000	Invoice Date:	10/11/2011		
Voucher ID:	00333931	Invoice No:	PD ON 10-14-11 PARKING		
Voucher Style:	Regular	Invoice Total:	80.74	USD	
Contract ID:		Pay Terms:	Due Now		
Vendor Name:	UNIVERSITY OF KANSAS HOSPITAL AUTHORITY PO BOX 2337 SHAWNEE MISSION, KS 66201-2337	Voucher Source:	Quick Invoice		
Entry Status:	Postable	Origin:	000		
Match Status:	No Match	Created:	10/14/2011		
Approval Status:	Approved	Created By:	SMART_BATCH		
Post Status:	Unposted	Modified:	10/14/2011		
Setoff Status:		Modified By:	UC4		
Budget Status:	Not Chk'd	ERS Type:	Not Applicable		
Budget Misc Status:	Valid	Close Status:	Open		
*View Related		Payment Inquiry		<a href="#">Go</a>	

4.

On the **Summary** page, vouchers with a **Budget Status** of “**Exceptions**” are NOT eligible for payment.

Click the “**Exceptions**” link in the **Budget Status** field to open the **Voucher Exceptions** page in a new window.

The **Voucher Exceptions** page provides additional information pertaining to the budget exception(s).

Summary	Related Documents	Invoice Information	Payments	Voucher Attributes	Error Summary
Business Unit:	00000	Invoice Date:	03/21/2012		
Voucher ID:	00005088	Invoice No:	GRF11-01-400 (FY11Funds)		
Voucher Style:	Regular	Invoice Total:	1,456.00	USD	
Contract ID:		Pay Terms:	Due Now		
Vendor Name:	KANSAS AREA AGENCIES ON AGING ASSN 2910 SW TOPEKA BLVD TOPEKA, KS 66611-2121	Voucher Source:	Online		
Entry Status:	Postable	Origin:	ONL		
Match Status:	No Match	Created:	03/21/2012		
Approval Status:	Approved	Created By:	0000000		
Post Status:	Unposted	Modified:	03/21/2012		
Setoff Status:	Not Processed by Setoff	Modified By:	0000000		
Budget Status:	Exceptions	ERS Type:	Not Applicable		
Budget Misc Status:	Valid	Close Status:	Open		
*View Related		Payment Inquiry		<a href="#">Go</a>	

5.

The **Voucher Exceptions** page lists the **Ledger Group** that is causing the

exception(s) and provides details for each specific exception.

In the **Budgets with Exceptions** section, on the **Budget Override** tab, click the “GoTo” icon on the far right side of the screen.

Then, click the “Go to Budget Inquiry” link.

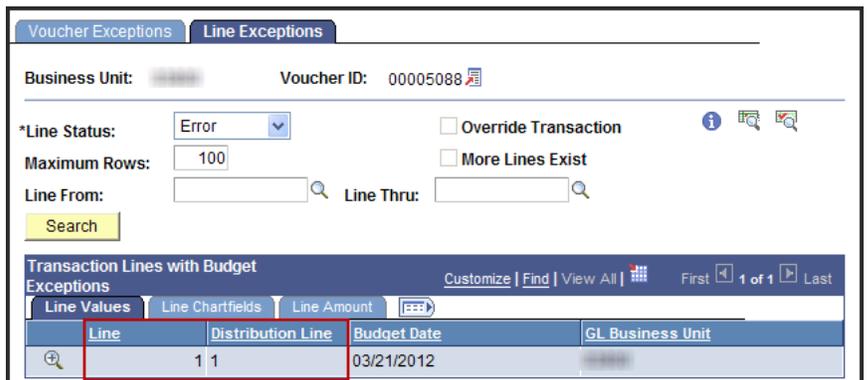
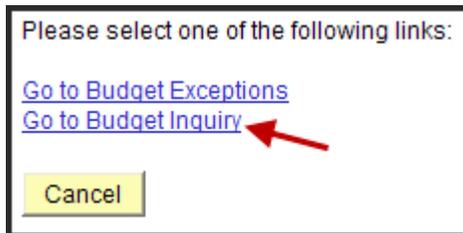
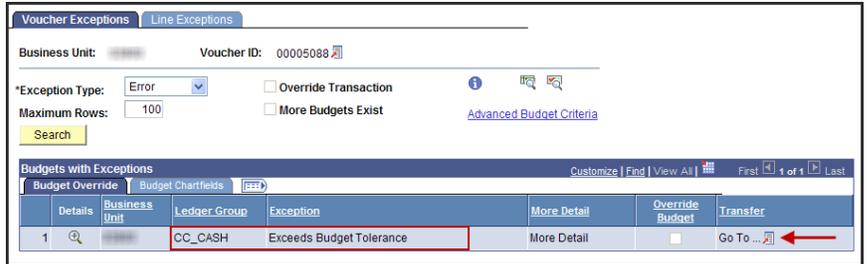
This opens the **Commitment Control Budget Details** page.

The **Available Budget** section, **Without Tolerance** field provides detailed information pertaining to the specific ledger (in other words, *where* the budget checking batch process is failing, and thus creating the voucher **exception**).

In this example (shown at right), there is no available cash to cover the transaction/voucher.

The **Line Exceptions** tab displays specific voucher lines and distribution lines which are in error.

**Solution:** If you are unable to resolve the budget issue, please have your Agency’s Liaison open a Service Desk Request for assistance.



**D. Match Status (Steps 6 to 8)**

6.

On the **Summary** page, vouchers must have a **Match Status** of “**No Match**” or “**Matched**” to be eligible for payment.

Vouchers with a **Match Status** of “**No Match**” are Non-Purchase Order Vouchers which do not go through the matching process in SMART.

Summary	Related Documents	Invoice Information	Payments	Voucher Attributes	Error Summary
Business Unit:		Invoice Date:	07/12/2011		
Voucher ID:	00012772	Invoice No:	IMPREST FUND 07122011		
Voucher Style:	Regular	Invoice Total:	231.58	USD	
Contract ID:		Pay Terms:	Due Now		
Vendor Name:		Voucher Source:	Online		
Entry Status:	Postable	Origin:			
<b>Match Status:</b>	<b>No Match</b>	Created:	07/12/2011		
Approval Status:	Approved	Created By:			
Post Status:	Posted	Modified:	07/12/2011		
Setoff Status:	Not Processed by Setoff	Modified By:			
Budget Status:	Valid	ERS Type:	Not Applicable		
Budget Misc Status:	Valid	Close Status:	Open		
*View Related		Payment Inquiry	<a href="#">Go</a>		

7.

On the **Summary** page, vouchers with a **Match Status** of “**Exceptions**” are not eligible for payment.

Summary	Related Documents	Invoice Information	Payments	Voucher Attributes	Error Summary
Business Unit:		Invoice Date:	04/24/2012		
Voucher ID:	00023308	Invoice No:	ICS 300/400 COURSES SALINA		
Voucher Style:	Regular	Invoice Total:	978.50	USD	
Contract ID:		Pay Terms:	Due Now		
Vendor Name:		Voucher Source:	Online		
Entry Status:	Postable	Origin:	ONL		
<b>Match Status:</b>	<b>Exceptions</b>	Created:	05/31/2012		
Approval Status:	Pending	Created By:			
Post Status:	Unposted	Modified:	05/31/2012		
Setoff Status:	Not Processed by Setoff	Modified By:			
Budget Status:	Valid	ERS Type:	Not Applicable		
Budget Misc Status:	Valid	Close Status:	Open		
*View Related		Payment Inquiry	<a href="#">Go</a>		

8.

On the **Summary** page, click the **Match Status: “Exceptions”** link to open the **Match Exceptions Workbench Details** page.

On the **Match Exception Workbench Details** page, **match exceptions** are

designated by a  (red exclamation point) icon (in the **Match Rules** section).

Use the **Match Exception Workbench Details** page to decide if it is appropriate to fix the match exception or to override the match exception.

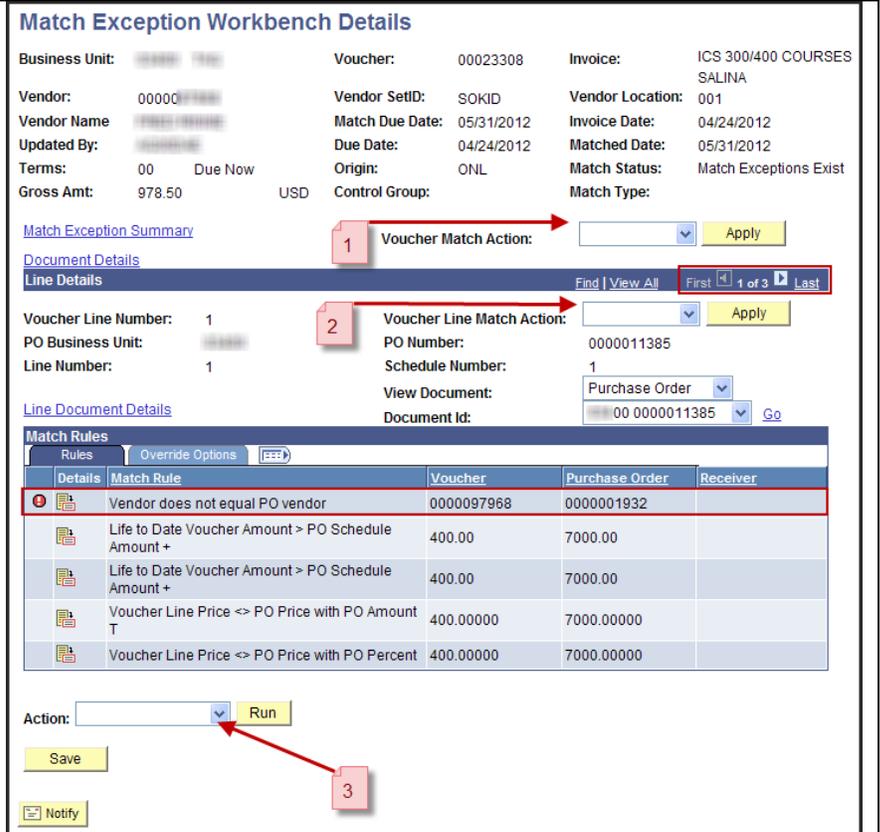
**Note:** Refer to **AP Tool 4 – Match Workbench** for more information.

**How to override ALL match exceptions on ALL voucher lines:**

The **Voucher Match Action** field is located at the **header level** of the voucher. Therefore selecting “**Override**” from the drop-down list in the **Voucher Match Action** field overrides ALL match exceptions for ALL lines on the voucher:

**Step 1:** Select “**Override**” from the drop down list in the **Voucher Match Action** field (1).  
{Shown in screenshot, above right}.

**Step 2:** Click the “**Apply**” button (located to the right of the drop-down list).  
{Shown at right}.



**Match Exception Workbench Details**

Business Unit: 00000 Vendor: 00023308 Invoice: ICS 300/400 COURSES  
 Vendor: 00000 Vendor SetID: SOKID Vendor Location: SALINA  
 Vendor Name: Match Due Date: 05/31/2012 Invoice Date: 04/24/2012  
 Updated By: Due Date: 04/24/2012 Matched Date: 05/31/2012  
 Terms: 00 Due Now Origin: ONL Match Status: Match Exceptions Exist  
 Gross Amt: 978.50 USD Control Group: Match Type:

Match Exception Summary: 1 Voucher Match Action: [Dropdown] Apply

Document Details: Find | View All First 1 of 3 Last

Line Details: 2 Voucher Line Match Action: [Dropdown] Apply  
 Voucher Line Number: 1 PO Business Unit: PO Number: 0000011385  
 Line Number: 1 Schedule Number: 1  
 View Document: Purchase Order  
 Document Id: 00 0000011385 Go

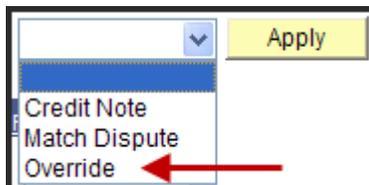
Line Document Details

Rules	Override Options	Voucher	Purchase Order	Receiver
 Vendor does not equal PO vendor		0000097968	0000001932	
 Life to Date Voucher Amount > PO Schedule Amount +		400.00	7000.00	
 Life to Date Voucher Amount > PO Schedule Amount +		400.00	7000.00	
 Voucher Line Price <= PO Price with PO Amount		400.000000	7000.000000	
 Voucher Line Price <= PO Price with PO Percent		400.000000	7000.000000	

Action: [Dropdown] Run 3

Save

Notify



[Dropdown] Apply

Credit Note  
 Match Dispute  
 Override ←

**Step 3:** Next, select “**Matching**” from the drop-down list in the **Action** field (3). {Shown at right}.

**Step 4:** Then, click the **Run** button. {Shown at right}.

**Step 5:** Allow SMART to complete the matching process. This should take between 1 to 5 minutes.

**Step 6: Navigation:** From the Home page of SMART, click the Accounts Payable link on the left navigation menu, then Vouchers, then Add/Update, then Regular Entry.

The **Matched Status** field is located on the **Summary tab** of the voucher. Verify that the Matched Status has changed to “**Matched**”.

**How to override Match Exceptions on SPECIFIC voucher lines:**

The **Voucher Line Match Action** field is located in the **Line Details** section of the **Match Exception Workbench Details** page.

Use the Voucher Line Match Action field drop-down list to ‘**Override**’ **match exceptions on a SPECIFIC VOUCHER LINE**. If other voucher lines have exceptions, **this step must be repeated for each voucher line**:



**Match Exception Workbench Details**

Business Unit: 00000 Vendor: 00000 Voucher: 00023308 Invoice: ICS 300/400 COURSES SALINA  
 Vendor: 00000 Vendor SetID: SOKID Vendor Location: 001  
 Vendor Name: Match Due Date: 05/31/2012 Invoice Date: 04/24/2012  
 Updated By: Due Date: 04/24/2012 Matched Date: 05/31/2012  
 Terms: 00 Due Now Origin: ONL Match Status: Match Exceptions Exist  
 Gross Amt: 978.50 USD Control Group: Match Type:

**Match Exception Summary** 1 Voucher Match Action: [Dropdown] Apply

**Document Details** Find | View All First 1 of 3 Last

**Line Details** 2 Voucher Line Match Action: [Dropdown] Apply

Voucher Line Number: 1 PO Business Unit: PO Number: 0000011385  
 Line Number: 1 Schedule Number: 1  
 View Document: Purchase Order  
 Document Id: 00 0000011385 Go

**Match Rules**

Details	Match Rule	Voucher	Purchase Order	Receiver
Vendor does not equal PO vendor		0000097968	0000001932	
Life to Date Voucher Amount > PO Schedule Amount +		400.00	7000.00	
Life to Date Voucher Amount > PO Schedule Amount +		400.00	7000.00	
Voucher Line Price <= PO Price with PO Amount T		400.00000	7000.00000	
Voucher Line Price <= PO Price with PO Percent		400.00000	7000.00000	

Action: [Dropdown] Run 3

Save

Notify

**Step 1:** Select “**Override**” from the drop-down list in the **Voucher Line Match Action** field (2).  
{Shown at right}.

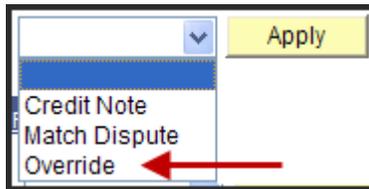
**Step 2:** Click the “**Apply**” button (located to the right of the drop-down list).

**Step 3:** Next, select “**Matching**” from the drop-down list in the **Action** field (3). {Shown at right}.

**Step 4:** Then, click the **Run** button.  
{Shown at right}.

**Step 5:** Allow SMART to complete the matching process. This should take between 1 to 5 minutes.

**Step 6: Navigation:** From the Home Page in SMART, click the Accounts Payable link on the left navigation menu, then Vouchers, then Add/Update, then Regular Entry.  
The **Matched Status** field is located on the **Summary tab** of the voucher. Verify that the Matched Status is changed to “**Matched**”.



**E. Approval Status (Step 9)**

9. On the Summary page, vouchers must have an **Approval Status** of “**Approved**” to be eligible for payment.  
  
Vouchers with an **Approval Status** of

“Pending” or “Denied” are not eligible for payment.

Vouchers that have an Approval Status of “Pending” are *awaiting approval*.

To determine which vouchers are “Pending” approval, run the “VOUCHER\_APPROVAL\_HISTORY1” query.

**Navigation:**

On the left navigation menu from the Home page:

Click on **Reporting Tools**, then **Query Viewer**, then select the desired query: **VOUCHER\_APPROVAL\_HISTORY1**.

**Approval Step Codes:**

- 01 = Step A
- 02 = Step B
- 03 = Fiscal Office
- 04 = Central (Dept Admin)

**Approval Status Codes:**

**A = Approved** – Voucher has been approved at this level

**D = Denied** – Voucher has been denied at this level.

Vouchers that have an **Approval Status** of “Denied” should either be modified and approved, or deleted from SMART.

**I = Initiated** – The voucher was created and put into workflow by the UC4

Summary	Related Documents	Invoice Information	Payments	Voucher Attributes	Error Summary
Business Unit:	0000	Invoice Date:	09/20/2011		
Voucher ID:	00015702	Invoice No:	REMBRSE-EDUCATIONAL INNOVATION		
Voucher Style:	Regular	Invoice Total:	76.68	USD	
Contract ID:		Pay Terms:	Due Now		
Vendor Name:	TOPEKA, KS 66619-1429	Voucher Source:	Online		
Entry Status:	Postable	Origin:	ONL		
Match Status:	Matched	Created:	09/30/2011		
Approval Status:	Pending	Created By:			
Post Status:	Unposted	Modified:	09/30/2011		
		Modified By:			
Setoff Status:	Not Processed by Setoff	ERS Type:	Not Applicable		
Budget Status:	Valid	Close Status:	Open		
Budget Misc Status:	Valid				
*View Related		Payment Inquiry	Go		

**VOUCHER\_APPROVAL\_HISTORY1 - Approval history for vouchers**

Unit: 00  
 Voucher: 00015702  
 View Results

Download results in: Excel Spreadsheet, CSV Template (1 kb)

View All First 1-5 of 5 Last

Approval Instance	Business Unit	Voucher	Approval Step	Approval Status	Date/Time	Approver User ID
1	0000	00015702	0	I	09/30/2011 10:04:38AM	UC4
2	0000	00015702	01	P	09/30/2011 10:04:38AM	
3	0000	00015702	02	P	09/30/2011 10:04:38AM	
4	0000	00015702	03	P	09/30/2011 10:04:38AM	
5	0000	00015702	04	P	09/30/2011 10:04:38AM	

*01= Step A  
 02= Step B  
 03= Fiscal Office  
 04= Central (Dept Admin)*

*A=Approved  
 D=Denied  
 I=Initiated  
 N=Not Applicable  
 P=Pending  
 R=Recycle  
 S=Skipped*

Summary	Related Documents	Invoice Information	Payments	Voucher Attributes	Error Summary
Business Unit:	0000	Invoice Date:	10/01/2010		
Voucher ID:	00015347	Invoice No:	3936		
Voucher Style:	Regular	Invoice Total:	825.00	USD	
Contract ID:		Pay Terms:	Due Now		
Vendor Name:	C&C SALES INC 10012 DARNELL ST LENEXA, KS 66215-1151	Voucher Source:	Online		
Entry Status:	Postable	Origin:	ONL		
Match Status:	Matched	Created:	09/22/2011		
Approval Status:	Denied	Created By:			
Post Status:	Unposted	Modified:	09/22/2011		
		Modified By:			
Setoff Status:	Not Processed by Setoff	ERS Type:	Not Applicable		
Budget Status:	Valid	Close Status:	Open		
Budget Misc Status:	Valid				
*View Related		Payment Inquiry	Go		

(batch) process.

**N = Not Applicable** – The approval step is not needed for this voucher. (**For example:** Vouchers under \$5000.00 total would have an ‘N’ for ‘Step 04’ because they are not routed to Central for approval)

**P = Pending** – Vouchers are awaiting approval.

**R = Recycle** – The State of Kansas is not using this status.

**S = Skipped** – The voucher has skipped indicated approver levels and accepted approval from a higher level.

F. **Control Groups** (Step 10)

10.

Control groups are an **option** in SMART. Therefore your Agency **may NOT be using** the Control Groups option in SMART.

***If your Agency is using Control Groups:***

It is important to know that a **Control Group** must have a **Status of “Verified”** before ALL of the associated vouchers are eligible for payment.

**Navigation:**

From the **Home** page, click on **Accounts Payable**,

The screenshot displays the 'Invoice Information' tab in the SMART system. Key fields include:

- Business Unit: [Redacted]
- Voucher ID: 00004139
- Voucher Style: Regular
- Setoff Status: Not Eligible for Setoff
- Invoice Number: 10051672
- Invoice Date: 03/14/2012
- Action: [Dropdown menu]
- Interfund Status: N/A
- Control Group: 0000000735 (highlighted with a red box)
- Accounting Date: 03/22/2012
- \*Currency: USD
- Total: 17.00
- Difference: 0.00

Additional options include 'Run', 'Print Invoice', 'Copy PO', and 'Worksheet Copy Option: None'. Vendor details for AMERICAN RED CROSS are also visible at the bottom.

then **Control Groups**, then **Group Information**, **Assignment** tab.

Enter the **business Unit** and the **Control Group number** (which is found in the **Control Group** field, located on the **Invoice Information** tab of the **voucher**).

On the **Assignment** page, select "**Verified**" from the **Status** drop-down list, then click the **Save** button.

**G. Scheduled Due Date (Step 11)**

11.

The **Scheduled Due Date** on a voucher is calculated using the **Invoice Date** and **Pay(ment) Terms**.

If the **Scheduled Due date is in the future**, the voucher will not be selected for payment until that date has arrived.

You can manually change the **Scheduled Due date** on the voucher by selecting a different date in this field and then saving the voucher.

**H. Vendor Status: Address / Location (Step 12)**

12.

To be eligible for payment, the **Vendor**, **Vendor Address**, and the **Vendor Location** listed on the **Payments** tab of the voucher must each be in the appropriate status (explanations follow).

**Navigation:**

From the left navigation menu on the **Home** page, click on **Vendors**, then **Vendor Information**, then **Add/Update**, then **Vendor**.

On the **Summary** page, verify that the vendor **Status** is **“Approved”**.

If the vendor is in any other status, please have your Agency Security Liaison open a Service Desk request for further assistance.

**Summary** | **Related Documents** | **Invoice Information** | **Payments** | **Voucher Attributes** | **Error Summary**

Business Unit: [Redacted]  
 Voucher ID: 00052765  
 Voucher Style: Regular  
 Setoff Status: Not Eligible for Setoff  
 Vendor: BOARD OF PUBLIC UTILITIES  
 540 MINNESOTA AVE  
 KANSAS CITY, KS 66101-2930

Invoice Number: D1-2007252  
 Invoice Date: 03/08/2012  
 Action: [Dropdown] **Run** **Print Invoice**  
 Total: 324.47  
 \*Pay Terms: 00 Due Now **Schedule Payments**

**Payment Information** Find | View All First 1 of 1 Last

**Scheduled Payment:** 1

\*Remit to: 0000063240  
 Location: 001  
 \*Address: 1

Gross Amount: 324.47 USD  
 Discount: 0.00 USD  Discount Denied

Scheduled Due: 03/13/2012  
 Net Due: 03/08/2012  
 Discount Due:  
 Accounting Date:

BOARD OF PUBLIC UTILITIES  
 540 MINNESOTA AVE  
 KANSAS CITY, KS 66101-2930

**Summary** | **Identifying Information** | **Address** | **Contacts** | **Location** | **Custom**

SetID: SOKID  
 Vendor ID: 0000063240  
 Vendor Short Name: BOARD PUBL BOARDPUBL-001  
 Vendor Name: BOARD OF PUBLIC UTILITIES

Order: BOARDPUBL-001  
 540 MINNESOTA AVE  
 KANSAS CITY, KS 66101-2930

Remit To: BOARDPUBL-001  
 540 MINNESOTA AVE  
 KANSAS CITY, KS 66101-2930

**Status:** Approved  
 Persistence: Regular  
 Classification: Supplier  
 HCM Class:  
 Open for Ordering: Yes  
 Withholding: Yes  
 VAT: No

Last Modified By: FIRSTLOGIC  
 Last modified date: 03/22/2012 7:59PM  
 Created By: CNV  
 Created Date/time: 06/07/2010 12:00AM  
 Last Activity Date: 03/22/2012

On the **Address** page, in the **Vendor Address** section, for each **Address ID** record:

In the **Details** section, verify that the **Status** is “**Active**” (as shown at right).

If the **Status** is “**Inactive**” please have your Agency Security Liaison open a Service Desk request for further assistance.

On the **Location** page, in the **Location** section, for each **Location** code record (in the **Location** field):

In the **Details** section, verify that the **Status** is “**Active**” (as shown at right).

If the **Status** is “**Inactive**” please have your Agency Security Liaison open a Service Desk request for further assistance.

The screenshot shows the 'Vendor Address' page for Vendor 0000063240 (BOARD OF PUBLIC UTILITIES). The 'Address ID' field is highlighted with a red box and contains the value '1'. The 'Description' field contains '00 STARS Vendor Suffix Number'. In the 'Details' section, the 'Effective Date' is 01/01/1901, and the 'Status' dropdown menu is highlighted with a red box and set to 'Active'. Other fields include Country (USA), Address 1 (540 MINNESOTA AVE), City (KANSAS CITY), and State (KS).

The screenshot shows the 'Vendor Location' page for Vendor 0000063240 (BOARD OF PUBLIC UTILITIES). The 'Location' field is highlighted with a red box and contains the value '001'. The 'Description' field contains 'SYSTEM CHECK'. In the 'Details' section, the '\*Effective Date' is 02/16/2012, and the 'Status' dropdown menu is highlighted with a red box and set to 'Active'. The page also includes 'Options' for Payables, Procurement, and Sales/Use Tax, and buttons for 'Expand All' and 'Collapse All'.

I. **Hold Payment** (Step 13)

13.

On the **Payments** page, **Payment Options** section, vouchers that have the **“Hold Payment”** checkbox selected are NOT eligible to process for payment.

Vouchers may be placed on **“Hold Payment”** for a variety of reasons (either by the Agency or by Central Processing). SMART has a list of **Hold Reasons** from which to choose.

To view the list of available **Hold Reason** options, click the Look-up button (Magnifying Glass icon to the right of the field).

If the voucher has the **“Hold Payment”** checkbox selected, research the reason for placing the voucher on hold (within your Agency), and if appropriate, remove the hold.

If your research does not reveal the hold reason to you within your Agency, please have your Agency Security Liaison open a Service Desk request for further assistance.

The screenshot displays the SMART system interface for a voucher. The top navigation bar includes tabs for Summary, Related Documents, Invoice Information, Payments, Voucher Attributes, and Error Summary. The main content area is divided into several sections:

- Business Unit:** [Redacted]
- Voucher ID:** 00021355
- Voucher Style:** Regular
- Invoice Number:** [Redacted]
- Invoice Date:** 04/17/2012
- Action:** [Dropdown menu] Run Print Invoice
- Setoff Status:** Not Processed by Setoff
- Total:** 200.00
- Vendor:** KANSAS NETWORK TO FREEDOM \*Pay Terms: 00 Due Now Schedule Payments
- Address:** PO BOX 67122 TOPEKA, KS 66667-0122

The **Payment Information** section shows:

- Scheduled Payment:** 1
- \*Remit to:** 0000000002
- Location:** 001
- \*Address:** 1
- Gross Amount:** 200.00 USD
- Discount:** 0.00 USD  Discount Denied
- Scheduled Due:** 04/17/2012
- Net Due:** 04/17/2012
- Discount Due:** [Field]
- Accounting Date:** [Field]

The **Payment Method** section includes:

- \*Bank:** KSBNK
- \*Account:** MAIN
- \*Method:** CHK Check
- Pay Group:** [Field]
- \*Handling:** CM
- \*Netting:** N

The **Schedule Payment** section shows:

- \*Action:** Schedule
- Payment Date:** [Field]
- Pay:** [Field]
- Reference:** [Field]

The **Payment Options** section (highlighted with a red box) includes:

- Hold Payment:**
- Hold Reason:** OTH
- Separate Payment:**
- Letter of Credit:** [Field]

J. **Credit Balance** (Step 14)

14.

*All **scheduled payments** to a specific vendor must have a **net balance of \$0.00 OR a positive dollar amount balance** in order to be eligible for paycycle.*

Additionally, each of the vouchers must also have the **SAME Vendor ID, Location, Address, and Handling Code** listed on the **Payments page** of the voucher.

In the example (Voucher Payments page shown at right), it was reported that this voucher will not process for payment.

**Solution:**

To investigate, navigate to the **Scheduled Payment Inquiry** page.

**Navigation:**

From the **Home** page – left navigation menu, click on **Accounts Payable**, then **Review Accounts Payable Info**, then **Vendor, Scheduled Payment**.

In the **Search Criteria** section, enter the **Business Unit** and the **Vendor ID** number, and then click the **Search** button.

Business Unit: [redacted] Invoice Number: 9677755606  
Voucher ID: 00002538 Invoice Date: 11/03/2011  
Voucher Style: Regular Action: [Run] [Print Invoice]  
Setoff Status: Not Eligible for Setoff Total: 49.70  
Vendor: W W GRAINGER INC \*Pay Terms: 00 Due Now [Schedule Payments]  
PO BOX 419267  
KANSAS CITY, MO 64141-6267

Payment Information Find | View All First 1 of 1 Last

Scheduled Payment: 1

\*Remit to: 0000027867 [Q] Gross Amount: 49.70 USD  
Location: 001 [Q] Discount: 0.00 USD  Discount Denied  
\*Address: 1 [Q]

W W GRAINGER INC  
241 SW 32ND TER  
TOPEKA, KS 66611-2295

Scheduled Due: 12/30/2011 [B]  
Net Due: 11/03/2011  
Discount Due: [ ]  
Accounting Date: [ ]

Payment Method

\*Bank: KSBNK [Q] Pay Group: [Q]  
\*Account: MAIN [Q] \*Handling: CM [Q]

The search results are returned in the **Scheduled Payment Listing** section at the bottom of the page.

On the **Schedule Details** tab, **Voucher ID** column, SMART displays ALL the vouchers for the specified **Business Unit** and **Vendor ID** which are scheduled for payment.

Next, check the **Payments** page of **each voucher** to review the **Vendor ID (Remit to)**, the **Vendor Location** code, the **Vendor Address** code, the voucher **Gross Amount**, and the **Handling** code.

A **Handling** Code is a two letter code that affects the sorting and distribution of paper checks.

Most vendors default with a Handling code of **'CM'** which stands for 'Central Mail'.

Checks with the **'CM'** handling code are mailed out from the Central processing department (Dept of Administration).

If an Agency uses a specific handling code for their agency, someone in the Central processing office sorts out those checks.

These checks are then either mailed directly to the Agency, or the Agency comes to pick them up

### Scheduled Payment Inquiry

**Search Criteria**

Search Name: ALL

Business Unit: 00      From: 00      To: 00

Vendor SetID: SOKID

Short Name: [Search]

Vendor ID: 0000027867      To: 0000027867

Vendor Location: [Search]

\*Amount Rule: Any

Amount: [Search]

Currency: USD

Voucher Style: [Dropdown]

Approval Status: [Dropdown]

Bank SetID: [Search]

Bank Code: [Search]

Bank Account: [Search]

Payment Method: [Dropdown]

On Hold

Remit SetID: [Search]

Remit Vendor: [Search]

Prepaid Applicable: [Dropdown]

Financial Sanctions Status: [Dropdown]

Max Rows: 300      **Search**      Clear

---

Display Currency Criteria

**Sort Criteria**

1st sort: Vendor ID       Descending      2nd sort: Voucher ID       Descending      **Sort**

---

**Scheduled Payment Listing**      Customize | Find | View All | First | 1-4 of 4 | Last

Business Unit	Voucher ID	Pymnt Nbr	Payment Method	Scheduled to Pay	Hold Payment	Gross Amount	Trans Currency	Name
	00002433	1	CHK	12/21/2011	<input type="checkbox"/>	-124.60 USD		W W GRAINGER INC
	00002538	1	CHK	12/30/2011	<input type="checkbox"/>	49.70 USD		W W GRAINGER INC
	00002765	1	CHK	01/12/2012	<input type="checkbox"/>	67.25 USD		W W GRAINGER INC
	00003941	1	CHK	03/20/2012	<input type="checkbox"/>	4,750.00 USD		W W GRAINGER INC
<b>Total Gross Amount:</b>							4,742.35	USD

from the Central processing office.

**For example:** Sometimes a form is required when sending a check to a vendor. In this case, the Agency will pick up the check, so that it can be sent out from the Agency with the form.

**Example:**

**Voucher numbers:**

00002433  
00002538  
00002765

All three of these vouchers have **Address** code '1', **Location** code '001', and **Handling** code of 'CM'. The **net total** of these three vouchers is a **credit of \$7.65**.

**Voucher number:**  
**00003941** (shown at right)

Has **Address** code '15', **Location** code '001', and **Handling** code 'CM'. The voucher **Gross Amount** is **\$4,750.00**.

In this example, voucher numbers:

00002433  
00002538  
00002765

Are **NOT** eligible for payment because the **Vendor** has a **credit balance** based upon the **Vendor ID, Address** code, **Location** code, and **Handling** code combination.

Summary | Related Documents | Invoice Information | Payments | Voucher Attributes | Error Summary

Business Unit: [redacted] Invoice Number: 9743904  
Voucher ID: 00003941 Invoice Date: 02/01/2012  
Voucher Style: Regular Action: [Run] [Print Invoice]  
Setoff Status: Not Processed by Setoff Total: 4,750.00  
Vendor: W W GRAINGER INC \*Pay Terms: 00 Due Now [Schedule Payments]  
PO BOX 419287  
KANSAS CITY, MO 64141-8287

Payment Information Find | View All First 1 of 1 Last

Scheduled Payment: 1

\*Remit to: 0000027867 Gross Amount: 4,750.00 USD  
Location: 001 Discount: 0.00 USD [Discount Denied]  
\*Address: 15

W W GRAINGER INC Scheduled Due: 03/20/2012  
PO BOX 419287 Net Due: 02/01/2012  
DEPT 801577369 Discount Due:  
KANSAS CITY, MO 64141-8287 Accounting Date:

Payment Method

\*Bank: KSBK Pay Group:  
\*Account: MAIN \*Handling: CM  
\*Method: CHK Check \*Netting: N